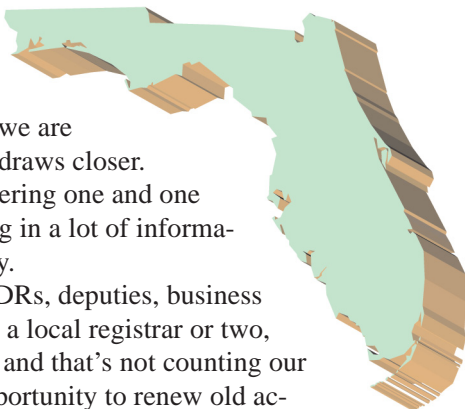


Statewide Training

Well, it's been almost four years since we have all been together and we are getting excited as the time draws closer. There's a full schedule covering one and one half days and we're packing in a lot of information, so we'll be pretty busy.

As of press time, 110 CDRs, deputies, business managers, and maybe even a local registrar or two, have said they will be here and that's not counting our staff. This will be your opportunity to renew old acquaintances and make new ones. Networking opportunities for you will be unlimited. There are some interesting and informative presentations being developed — something for everyone. The Chief Deputy Registrar Advisory Committee (CDRAC) has been enlisted to help facilitate workgroup sessions we have on the agenda. We're really looking forward to this exercise and are hoping you'll enjoy participating as much as we enjoyed putting it together.

If you haven't made your hotel reservations, what are you waiting for? June 20 is the cut-off for the special room rate; call (904) 396-5100. Remember, the Radisson has changed to a Wyndham and is centrally located right on the river in downtown Jacksonville. If you have any questions concerning the meeting contact either Quality Assurance



CDRAC UPDATE

The Chief Deputy Registrar Advisory Committee met in Jacksonville on May 5th to discuss the statewide meeting in July.

Discussion on committee vacancies, member retention and CDRAC objectives were discussed. In February 2007, Doris Owens, CDR, Broward County will be retiring and again we will have to fill the vacancy. CDR's in that area will be able to compete for the vacancy.

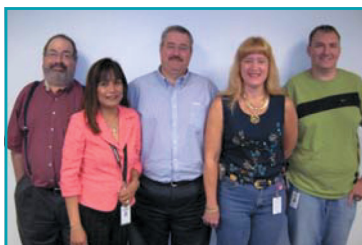
The CDRAC Committee has been responsible for surveys, reviewing the VS disaster plan, additional forms of identification, SAT, reviewing recruiter procedures, use of the generic funeral director application, standard letters used that might be incorporated into e-vitals correspondence, etc. We are now looking into customer satisfaction surveys, which several counties have addressed individually.

The CDRAC Committee will be facilitating the workgroups at the statewide meeting, which will give us all an opportunity to meet each other and discuss how we handle various problems in each county. Committee members will be going around and introducing themselves. Do not forget to ask them questions and if you have any problems, let us know, so we can address them and help find a solution.

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MEET 'N GREET



Ray, Marilyn, Ken, Gina, Eric

Several years ago, the *Vital News* featured a series of articles on the various units within the state office. Well, there's been quite a turnover both at the state office and in the counties, so we decided it might be good to feature a unit in each issue once again.

What better place to begin than with "A", **Administration**? These faces go with names commonly recognized throughout the state:

Ken Jones, Deputy State Registrar is certainly recognized as someone who keeps us moving in the right direction and is always eager to assist in any way possible; and Marilyn Nevado, Ken's administrative assistant is readily available to assist and redirect when Ken is unavailable. Ray Herz, Gina Aldridge, and Eric Mays are famous through e-Vitals for their able assistance to counties when help is needed. We applaud the folks in Administration and their lead role in Vital Statistics!

CHANGE IN LATITUDE

The *bad* news is Kevin Wright is leaving the Quality Assurance Unit; the *good* news is he will be moving into the Program Administrator position over the Client Services and Search Units.

Kevin has been with Vital Statistics for a little over two years and we are happy for *him* in this new opportunity. We are happy for *us* in that we have a “quality” person taking over those responsibilities!

The QA Field Representative position has not been filled, but will be announced once determined.

VS Winners— Davis Award



Congratulations to Alexa Doepel, Chief Deputy Registrar, Brevard County Health Department. Alexa received a Davis Productivity Award Certificate for developing improved interpretation services for Spanish speaking populations. Well done, Alexa! That's serving the needs of *all* your customers and certainly improving communication.

Congrats are also in order for Barbara Sarver, Chief Deputy Registrar, Pinellas County Health Department and the Vital Statistics Task Force. They received their certificate for reduced turnaround time for processing death certificates. We're sure area funeral directors are grateful for the team's efforts. We encourage other CDRs to contact Barbara to see if some of the processes can be implemented in their offices.

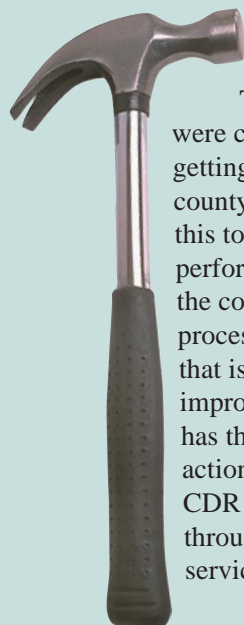
Anytime a county comes up with an innovation or timesaver, the state office would like to be notified so we can share the good news with others.

Self Assessment Tool (SAT)

The 2006 edition of the Self Assessment Tool (SAT) was made available to the counties in April. The format of the SAT changed from that of the initial implementation in

2005. It is currently in EXCEL format through a Share Point site, with the goal of making it an online process by next year.

The new format was well received and the SATs were completed with only a few minor snags—mostly getting used to the Share Point format. CDRs and county administrators continue to tell us how useful this tool is in helping them monitor vital statistics performance, especially since it has become one of the components of the County Quality Improvement process. One feature was a particular favorite and that is the ability to go back and review to see where improvements might have been needed. The CDR has the opportunity to develop and implement an action plan in these areas. We encourage both the CDR and the business manager to review their SAT throughout the year to assist them in improving services to their customers.



2002-2004 Florida Resident Infant Mortality Increases

The three-year state average infant mortality rate for 2002-2004 is 7.34 infant deaths per 1,000 live births which is a 2% increase over the 1999-2003 rate of 7.19.

For 2002-2004, there are several more counties than in 1999-2003 (from 8 counties to 13 counties) with statistically higher mortality rates than that of the state, which could account for this increase. In 1999-2003 the counties with a statistically higher rate than the state were Duval, Escambia, Gadsden, Gulf, Highlands, Hillsborough, Leon, and Suwannee. In 2002-2004 the statistically higher rates were found in Alachua, Bay, Columbia, Duval, Escambia, Gadsden, Hillsborough, Jefferson, Leon, Madison, Polk, Putnam, and Sumter.

The significance testing was performed using either a Normal or Gamma probability distribution. The Normal was used on county rates where 100 or more infant deaths were involved; otherwise the Gamma was used.

Questions should be directed to Felipe Lorenzo-Luaces at (904) 359-6900 ext. 1051.

What's New In E-Vitals

It seems things in e-Vitals are running quite smoothly. Help Desk calls continue, but at a much slower rate than just a few months ago. This must mean that CHD staff have gotten the hang of it and are moving along just fine.

As discussed in the May CDR conference call, after the statewide meeting in July, we will conduct a survey to assess the needs and determine the extent of training needed and where it will be offered.



Welcome Aboard



The following appointments have been made to the position of Registrar:

Local Registrar

Peggy Arthur..... Okeechobee County

Chief Deputy Registrar

Leanne McLaughlin..... Okeechobee County

Carol Medeiros..... St. Johns County

Hospital Compliance

The state office has reinstituted a monitoring program placed in abeyance due to the rollout of certificate revision (birth, death and fetal death) — we are again publishing the compliance rate of facility birth registration.

Section 382.013, Florida Statute mandates that a certificate of birth be filed within five days of birth. If a birthing facility, hospital or birthing center, submits the birth certificate to the local registrar within seven days of the event (the extra two days account for weekends and holidays when county offices are closed), 90% of the time, on a monthly basis, we find that to be within acceptable practices. The State Office of Vital Statistics will provide the county vital statistics offices with the statistics on a monthly schedule. The county offices have been asked to share those statistics with their birthing

facilities.

Beginning with the April statistics, those facilities who do not submit at least 90% of their birth certificates within seven days of the birth are non-compliant with the statute. They are to submit to the Chief Deputy Registrar a plan of improvement to include the reason for the non-compliance, the steps they will take to become compliant, and the length of time it will take them to become compliant. The CDR will forward a copy of the improvement plan to their Quality Assurance Representative at the state office.

Looking at the numbers for the first quarter, it appears the majority of facilities have taken the task seriously and are filing on time, but there are several that still need to make that extra effort. If there are questions on how filing times can be improved, the birth registrar at the facility can contact the CDR for suggestions and ideas.

The County Health Department phone list (with fees) is posted to the Internet at:
<http://www.doh.state.fl.us>

The list is updated quarterly & can be downloaded at any time

Replacement Records—What Do I Need To Do?

Filing of a temporary record usually means a medical examiner case and most likely one more complicated than the norm, hence the need to have additional time to reach a definitive cause of death. Florida statute allows for the filing of a temporary record so the family can begin the process of conducting business related to the estate of the decedent. This temporary record is oftentimes referred to as a “pending” record.

Once the cause has been determined, the permanent or “replacement” record is filed. This can be critical for the family in that cause of death is needed for most life insurance policies — that family may be in desperate need in order to continue to function, pay bills, and move on with their lives.

The process for filing these types of records is clearly outlined in statute, § 382.008(3-5), F.S. The Vital Records Registration Handbook provides additional information on the process. When the **funeral director**

fails to follow procedure to ensure that changes are authorized on the back of the record, families face unnecessary delays.

The CDR also plays an important role in seeing that there are no further delays. Procedures for handling these records are outlined in the CDR Operations Manual (COM). The CDR must compare the permanent record to the temporary record and look for any changes. If so, these must be duly authorized by the funeral director on the back of the record. If not, the record must be returned to the funeral director. When the record is sent to the state office without adequate review, additional delays are experienced by the family.

Since all of our missions include serving the needs of families, it is important that we do our part in avoiding unnecessary delays due to failure to follow procedure.

BITS 'N PIECES

Funeral directors are reminded that the **burial transit permit** must be sent to the county vital statistics office within **24** hours of issuance. This permit notifies the CDR that a death has occurred and to be expecting a death certificate within the time prescribed by law. You can fax, mail or hand deliver the permit.

The statistical tables, along with past issues of the *Vital News*, are found on the department's website at the following address:
http://www.doh.state.fl.us/Planning_eval/Vital_Statistics/VitalNews/vn-index.htm

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